

Customer Service Notice from iiNet Group



(iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division,
Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Jiva Pty Ltd,
Adam Internet Pty Ltd).

Extreme Weather events impact service in Perth and parts of the Lower West District of Western Australia iiNet Group reference ID: 3629843

As previously notified on **14 November 2014**, the iiNet Group (iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division, Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Jiva Pty Ltd and Adam Internet Pty Ltd) is currently working to manage the impact to its network that has occurred as a result of extreme weather events on or about Monday 10 November 2014 in Perth and parts of the Lower West regions of Western Australia.

Heavy rainfall and lightning have caused notable damage to the network, rendering some services faulty, as referred to in Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>. A copy of this notice will also be published in the **West Australian** on **24 November 2014**.

The iiNet Group is working closely with suppliers and wholesalers to assess and repair the damage to affected services in a timely manner. Customers in these regions may experience service disruptions and delays to normal connection times and fault restoration. The impact in the affected region has been greater than initially estimated and as a consequence of the continued weather effects/other reason, the expected date for resumption of normal service operations has been extended to **30 November 2014**.

As these circumstances are outside the iiNet Group's control, iiNet is claiming an exemption under Section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011 from the normal performance standards. The exemption shall apply from **10 November 2014 to 30 November 2014** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Services in the affected location with a phone number in the following ranges may have been affected:

08 6210 0200 To 08 6258 9999	08 6489 0000 To 08 6498 9999
08 6272 0000 To 08 6279 9999	08 6595 0000 To 08 6595 9999
08 6293 1000 To 08 6318 2999	08 9201 0000 To 08 9499 9999
08 6330 0000 To 08 6332 7999	08 9523 0000 To 08 9538 9999
08 6350 0000 To 08 6350 9999	08 9550 0000 To 08 9599 9999
08 6380 0000 To 08 6389 9999	08 9733 0000 To 08 9739 9999
08 6436 0000 To 08 6436 9999	08 9782 6000 To 08 9782 9999

Estimated number of impacted services: **111,162**

iiNet Group customers can enquire about CSG payment eligibility or the basis for claiming this exemption by using the contact details below, and quoting fault reference **3629843**.

iiNet Ltd and AAPT Consumer Division	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications Pty Ltd	Jiva Pty Ltd	Adam Internet Pty Ltd
13 22 58	1300 786 068	1300 788 233	13 30 61	13 88 88	08 8423 4000

If after calling one of the above numbers, you remain dissatisfied, you may choose to contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**, www.tio.com.au.

The iiNet Group would like to apologise for any inconvenience caused, and thank all affected customers for their patience. A copy of this notice is available on our webpage at <http://www.iinet.net.au/about/legal/mass-disruptions.html>.